

**Please complete all requested information.** In order for your account to be reviewed, completion of the form is required. If you have questions, call 480-312-5685. This form is also available at <http://www.scottsdaleaz.gov/Utilities/>.

The purpose of this form is to allow customers the opportunity to comment on any unusual amount of indoor and/or outdoor water use experienced during the billing months of **December 2004, January 2005, and February 2005** (i.e., pool filling, water leaks, winter lawn). Sewer Usage Fees are based on 90% of the average water consumption billed during those months. **Sewer Usage Fees based on this period of time are not effective until July 2005.**

<b>Name on Account:</b>		<b>Last Name:</b>	<b>First Name:</b>
<b>Account #:</b>		00-000- _____ - _____ -01	
<b>Number of Occupants:</b>		<b>Daytime Phone Number:</b>	( _____ ) _____ - _____
<b>Service Address:</b>			

***Indoor Water Use (skip if not applicable)***

1.	Have you discovered and repaired any indoor leaks during the billing months of December, January, or February? <u>If yes</u> , which month did you discover and repair the indoor leaks?	<input type="checkbox"/> December 2004 <input type="checkbox"/> January 2005 <input type="checkbox"/> February 2005 <input type="checkbox"/> N/A
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***Pool and/or Spa Water Use (skip if not applicable)***

1.	Did you refill your pool or spa during the billing months of December, January, or February? <u>If yes</u> , which month did you refill your pool or spa?	<input type="checkbox"/> December 2004 <input type="checkbox"/> January 2005 <input type="checkbox"/> February 2005 <input type="checkbox"/> N/A
a.	How many gallons of water were used to refill your pool or spa?	<input type="checkbox"/> N/A
b.	Have you had your pool or spa checked for cracks and/or leaks? Is the automatic leveler working correctly?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A

***Irrigation / Other Outside Water Use (skip if not applicable)***

1.	Have you discovered and repaired any leaks in the sprinkler system? <u>If yes</u> , which billing month did you discover the leaks?	<input type="checkbox"/> December 2004 <input type="checkbox"/> January 2005 <input type="checkbox"/> February 2005 <input type="checkbox"/> N/A
a.	How many gallons do you estimate were lost?	<input type="checkbox"/> N/A
2.	Have you planted a winter lawn or garden? <u>If yes</u> , what is the area sq. ft.?	<input type="checkbox"/> N/A
3.	How many shrubs do you have?	<input type="checkbox"/> N/A
4.	How many trees do you have?	<input type="checkbox"/> N/A

***Additional reasons not included above. Please provide photos, documentation, etc.***

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I understand that submittal of this form does not guarantee an adjustment to my monthly Sewer Usage Fee and any adjustment to my account is not effective until July 2005. Additionally, any adjustment will alter only the Sewer Usage Fee portion of my monthly bill. The information provided is accurate to the best of my knowledge.

Signature of Account Holder: \_\_\_\_\_ Date: \_\_\_\_\_

Return no later than April 29, 2005 to:  
 Water Resources Administration  
 Sewer Usage Fee Adjustment  
 9388 E. San Salvador Dr.  
 Scottsdale, AZ 85258  
 Fax: 480-312-5615

***Want to reduce your water use? Call 480-312-5650 and ask a Water Conservation Specialist for information on landscape and plumbing rebates, free water audits, or a free landscape packet.***

## City of Scottsdale

### Tips on Managing Your Water Use

#### Read / Test Your Meter

- Use your meter to help you manage your water. Read your meter before and after different water activities such as irrigating your lawn, filling your pool, washing your car, doing a load of laundry, or dishes.
- To conduct a meter test and/or determine whether you have a leak, locate your meter (most meter boxes are out by the sidewalk and level with the ground directly in front of the property). Using a screwdriver or stick, slide the meter box lid off. You will see a glass dial similar to a clock face. There will be an odometer style dial and a clock hand. Write down the positions of both. (Some meters also have a small triangle on the dial face as well. If this triangle is moving when you are not knowingly using water, this is your first indication that you may have a leak.)
- Make sure the reading on the odometer dial is higher than the reading given on your latest bill.
  - If the odometer reading is lower, then your meter was misread. This happens less than one percent of the time. If your reading is lower, contact **Utility Billing** at **480-312-2461**.
- Read the meter and use no water for at least two hours. After waiting at least two hours, take a second reading. If you used no water, the two readings should be the same. If the reading has changed or the sweep hand or triangle have moved, something on the property may be pulling water through the meter.

#### Finding the Problem

- If your meter shows usage on the meter test, finding the problem is the responsibility of the property owner. The following items are the most common problems experienced.
- An **underground leak** may not be apparent on the surface. Instead of puddles or soggy spots, look for areas of lush grass, unexpected vegetation or dark spots on the ground resulting from fungus growth.
- A **toilet running continuously** can use as much as 4,000 gallons of water per day! Put a few drops of food coloring in the tank and see if it seeps through to the bowl. If it does, replace the flapper valve and/or the rubber gasket at the bottom of the tank. If your toilet is an older model and you wish to replace it, contact **Water Conservation** at **480-312-5650** for information on plumbing rebates for water-saver toilets.
- Make sure all your **faucets turn off completely**. Even a slow drip can use as much as 5,000 gallons a month.
- An **evaporative cooler** can use as much as 500 gallons of water per day if it doesn't have a recirculation pump. Even if there is a recirculation pump, the water level float can stick, causing water to run out the overflow.
- **Water softeners, water filters, water heaters, and automatic pool fillers** also have water level floats that can stick open. (This may not be apparent if the overflow is piped into the drains.) If you suspect one of these appliances is the problem, turn it off and redo the meter test. If the usage stops, you have identified the source.
- **Landscaping**
  - Make sure the timers on your automatic sprinklers are not set for too long or too often. Visually inspect the sprinkler system both when it is on and off.
  - After a power outage, recheck the settings on your timers.
  - Watering your lawn during the coolest and calmest part of the day minimizes water loss due to evaporation and wind.
  - The Weather page of your local newspaper lists the amount of water needed weekly to maintain your lawn or contact **Water Conservation** at **480-312-5650** for a lawn watering guide.
  - If you water manually, do not over water. A standard hose can use as much as 20 gallons of water per minute.
  - Do not water sidewalks or streets.

#### Meter Field Test

- If you have done the leak check and think the problem is with the meter, contact **Utility Billing** at **480-312-2461**. The City can have your meter field tested for accuracy. Once a meter begins to fail, it usually reads less water, not more. There is a charge for the test if the meter is accurate. Please check all your other options before asking for the field test.
- If you have a leak at your water meter or wish to report a leak on City property, contact **Water Operations** at **480-312-5650**.
- To report leaks on private property or water use abuses, contact **Code Enforcement** at **480-312-2546** or the **Police Department** at **480-312-5000**.